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DIRECTOR OF PERSONNEL

## COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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# ADOPTED

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

March 08, 2016

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

16 March 8, 2016

LORI GLASGOW  
EXECUTIVE OFFICER

Dear Supervisors:

### **AUTHORIZATION TO USE THE CALIFORNIA MULTIPLE AWARDS SCHEDULES CONTRACT TO PROCURE SERVICES TO UPGRADE AND ENHANCE THE MANAGEMENT APPRAISAL AND PERFORMANCE PLAN APPLICATION (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ( )  
DISAPPROVE ( )**

### **SUBJECT**

The Department of Human Resources (DHR) is requesting Board approval to acquire professional services from Adobe Systems, Inc. (Adobe) through a California Multiple Award Schedules (CMAS) contract in the amount of \$350,396, to upgrade and enhance and the Countywide Management Appraisal and Performance Plan (MAPP) application.

### **IT IS RECOMMENDED THAT THE BOARD:**

Approve authorization to acquire Adobe professional services through the CMAS contract to upgrade, and enhance the Countywide MAPP application.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

In July 2015, DHR, in partnership with Internal Services Department (ISD), introduced a new MAPP evaluation and planning application developed on the County's shared Adobe electronic forms Infrastructure. On completion of the initial new MAPP process, DHR conducted stakeholder feedback sessions, which identified key improvements to enhance the user experience and MAPP process.

Concurrently, ISD performed a platform upgrade to Adobe's latest electronic forms software, Adobe Experience Manager (AEM) 6.1, which would support the key improvements identified and enable the use of robust and scalable forms management, metrics, and workflow enhancements.

This recommended action seeks Board approval to acquire Adobe professional services to perform the upgrades and enhancements of the Countywide MAPP application to improve service delivery to customers.

This engagement will support the following activities:

1. Provide Project Communication, Coordination, and Planning with DHR and ISD teams, weekly status reporting, progress tracking, and issue resolution.
2. Enhance MAPP application to provide better operational control and improved user experience, including workflow automation, proxy capabilities, and administration consoles.
3. Participate in User Acceptance Testing (UAT).
4. Conduct Go Live and Post Deployment Support and provide system stabilization, optimization, monitoring, and issue troubleshooting and resolution.
5. Provide Knowledge Transfer to DHR and ISD through review and walk through of the new application.

### **Implementation of Strategic Plan Goals**

The recommended action supports the County's Strategic Plan Goal Number 1, Operational Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

### **FISCAL IMPACT/FINANCING**

The cost of Adobe professional services in the amount of \$350,396 and ongoing funding for support and maintenance are included in the operating budget.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The Chief Information Office concurs with DHR's recommendation and determined that a formal CIO analysis is not required because this action is an expansion of the Countywide MAPP application, which utilizes the County's shared Adobe Forms Infrastructure and forms software.

### **CONTRACTING PROCESS**

CMAS is a statewide contract available only to the State California and local government agencies. It was established for Information Technology (IT) and non-IT products and services which are competitively bid and awarded on the Federal General Services Administration (GSA) schedule. This contract is structured to comply with California procurement codes, guidelines, and policies providing the highest level of contractual protection.

Adobe is the manufacturer of the software and is uniquely qualified to support the upgrade of the County's Adobe Forms application. The County does not have a direct contract with Adobe, and their professional services will be acquired through the CMAS contract.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

The upgrade and enhancement of the MAPP application provides the following benefits:

- Improves user experience with an easier, flexible and collaborative user interface and a reengineered workflow to better meet the business operations.
- Utilizes the latest Adobe Forms Infrastructure to enhance operational functions and control by enabling data collection for reporting and provides an Administrative Control Center to manage the process at the department level, respond to changes, handle exceptions, and ensure timely completion.

### **CONCLUSION**

Board approval of the recommended action will enable the County to generate operational efficiencies, and improve service delivery.

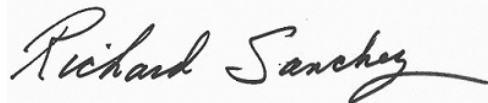
Respectfully submitted,



LISA M. GARRETT  
Director of Personnel

LMG:DK

Reviewed by:



RICHARD SANCHEZ  
Chief Information Officer

Chief Executive Office  
Executive Office, Board of Supervisors  
County Counsel  
Internal Services Department